

FFT Monthly Summary: January 2016

BURNEY STREET PMS
Code: G83065



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
60	23	5	4	4	2	0	0	0	98	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 306

Responses: 98

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	60	23	5	4	4	2	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	60	23	5	4	4	2	98
Total (%)	61%	23%	5%	4%	4%	2%	100%

Summary Scores

85% 8% 7%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

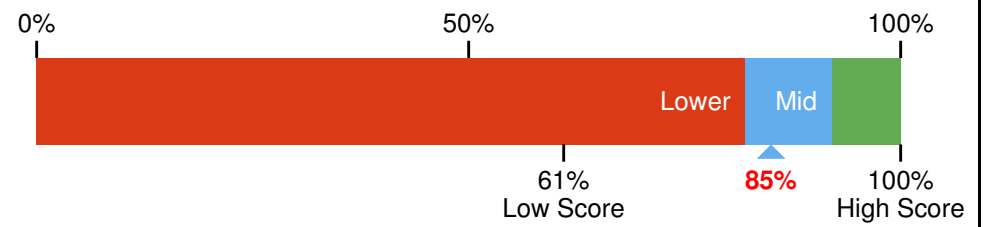
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

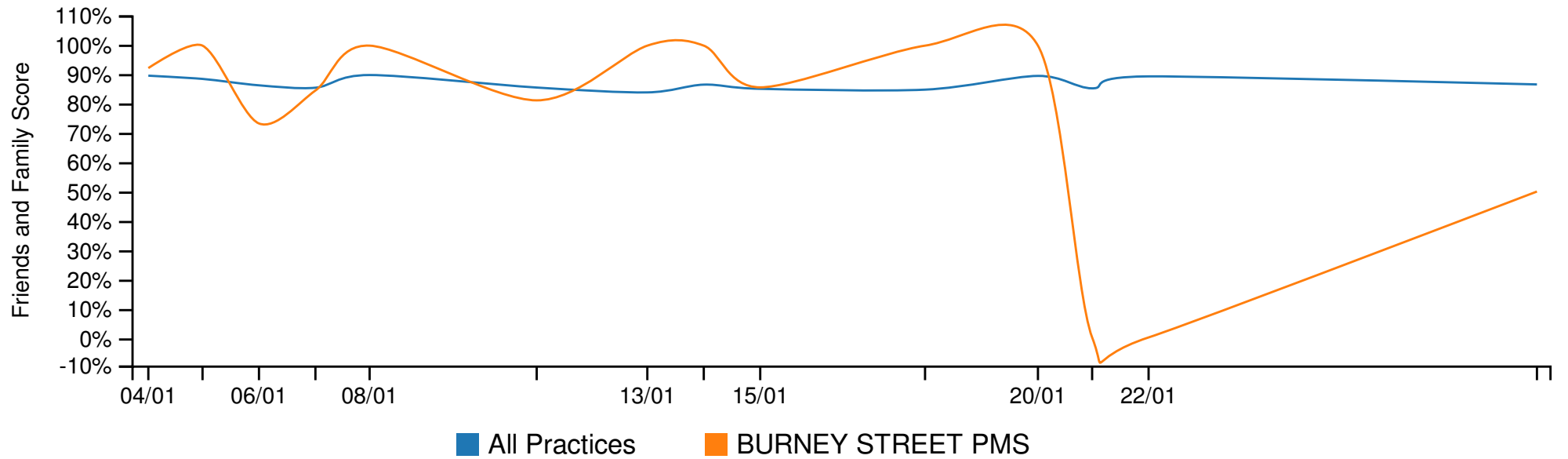
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



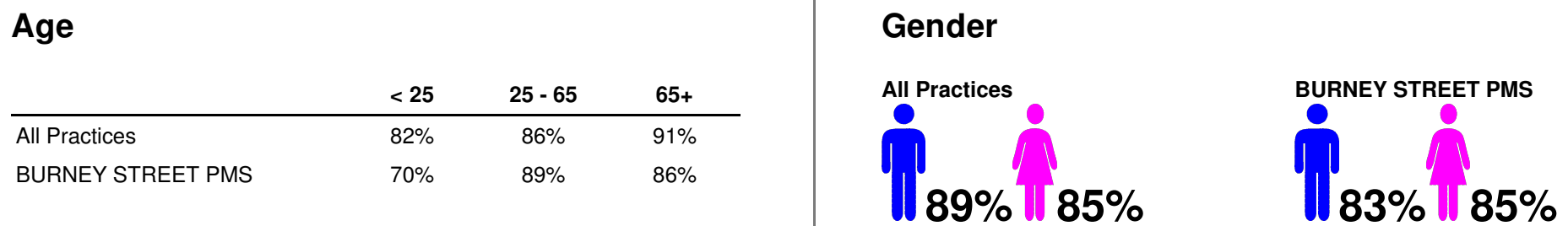
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



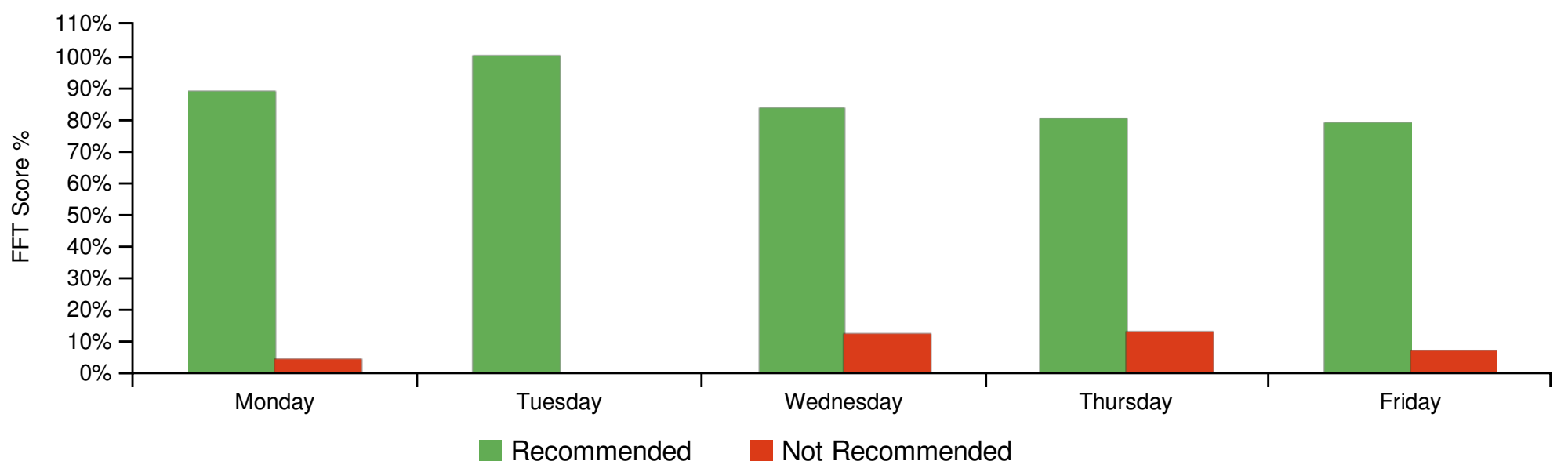
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

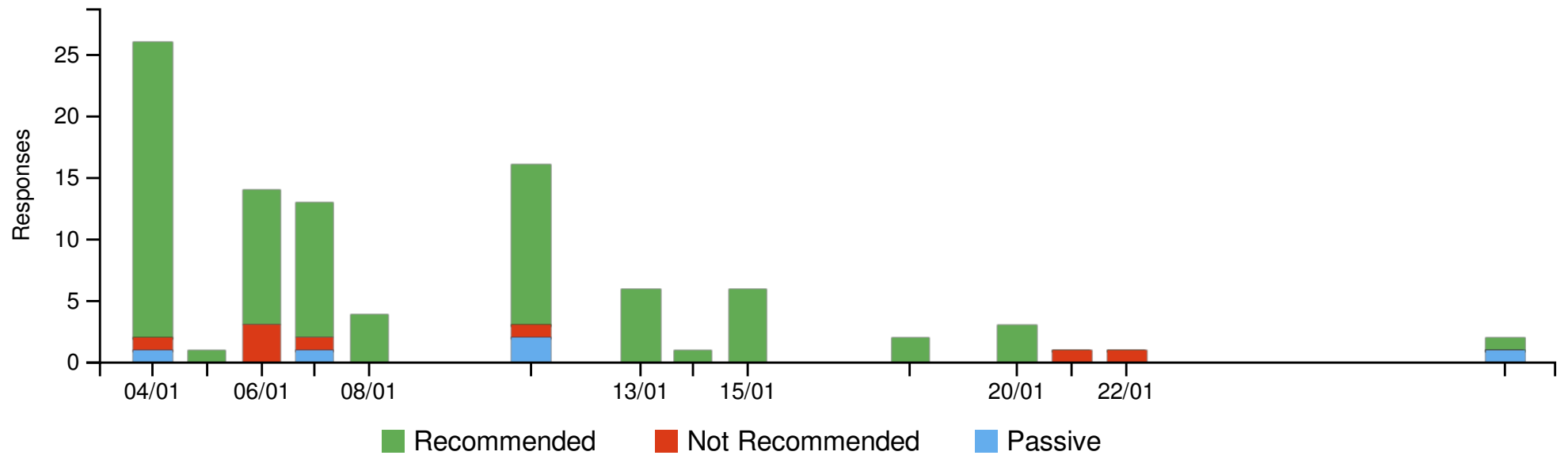
Practice Score: Day of the Week Analysis



- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis

Patient Responses



- Notes:
1. Total responses historic by day.
 2. Represents actual responses received from all methods.
 3. Responses classified as per NHS guidelines. See scoring guidance section.

importance of following my case up.

- ✓ The nurse was lovely, so kind and she listened to me!
- ✓ *Always a really good service*
- ✓ Seen soon after arrival, caring friendly doctor, letters to hospital get sent out fast. Only problem is that I had to wait 3 weeks for this appointment with the doctor.
- ✓ *Doctor Monach is an excellent doctor & the care he provides is reflected by this*
- ✓ i went there for a normal check, aas amazing the attention at the reception, and my doctor was amazing. omg is amazing

Not Recommended

- ✓ Knowing my issue and how urgent it is, I was booked for a nurses appointment to which I travelled out of my way for just to find that I now need to book a gp appointment, which I initially asked for, to get treatment on a different day
- ✓ *You can never get an appointment, always have to wait like 2 weeks or more.*
- ✓ Too long to wait to make appointment. Too many people and am often asked to go to other surgery which is inconvenient. If they are too busy why can't I renew my prescriptions on line instead of having to wait weeks to see a doctor. Doctors are changed so no continuity with one gp who can get to know you.
- ✓ *The organisation is disgusting. I booked a double appointment, waited 3 weeks to find it had been overruled and I only has 1 - I needed that double appointment as I had multiple medical problems. Also I have booked an appointment with the doctor before he wrote down the date and time for me - I turned up at that time to be told I had the wrong date and time (which I didn't) I was then told I had to book a new appointment and wait another 3 weeks! . Disgusting*
- ✓ Not getting to see the same doctor, or even the same couple of doctors
- ✗ *My appointment was 25min late! The nurse was rushed! And though I was pr*

Passive

- ✓ Getting appointments to attend the wrong surgery
- ✓ *It's been the best doctors I've had*
- ✓ The very long delay for getting an appointment